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Dated: April 15, 2004 Signature: Tia B. Zimmerman
(Tia B. Zimmerman)

4/19/04

GP.3623

Docket No.: 426882000700
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Francis A. PERRAS Jr. et al.

Application No.: 09/916,132

Art Unit: 3623

Filed: July 25, 2001

Examiner: S. Diaz

For: AUTOMATED TOOL SET FOR IMPROVING
OPERATIONS IN AN ECOMMERCE
BUSINESS

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AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION

MS Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

INTRODUCTORY COMMENTS

This is in response to the non-final Office Action dated January 20, 2004 (Paper No. 10), for which a response is due on April 20, 2004. Accordingly, this response is timely filed. Reconsideration and allowance of the pending claims, as amended, in light of the remarks presented herein are respectfully requested.

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this paper.

Remarks/Arguments begin on page 10 of this paper.